

Sample Call Center Script: Mental Health Agency

Alex

Thank you for calling Green Vine Foundation. This is Alex, how may I help you?

Blake

Hey Alex. My name's Blake Griffin, I'm calling about my wife Shelly.

Alex

Okay. How can I assist you?

Blake

I'd like to set up an appointment for her at the clinic.

Alex

Sure. Has she ever previously met with our doctor? Dr. Schultz?

Blake

No this will be her first time.

Alex

Okay. Let me take her information, and we will get her scheduled right away.

Blake

Sure. Her name is Shelly Griffin. Let me spell that for you: S-H-E-L-L-Y, Griffin, that's G-R-I-F-F-I-N. And the phone number is 610-265-1714.

Alex

Okay. Just to confirm that. I have Shelly Griffin, S-H-E-L-L-Y G-R-I-F-F-I-N, at 610-265-1714.

Blake

Correct.

Alex

Okay. Can you briefly describe the reason for her appointment so I can note it to the doctor?

Blake

Yes. Her eating habits have become pretty irregular. And she's lost quite a bit of weight as of late.

Alex

Okay. I'm looking at Dr. Schultz's availability for next week. He is open next Monday between 1 and 3. If that works for her, I can schedule it right away.

Blake

Yeah that works fine.

Alex

Okay. I have Shelly Griffin all set for her appointment with Dr. Schultz for next Monday, August 12th, at 1p.m.

Blake

Thank you so much for your help.

Alex

Sure. Thank you Mr. Griffin.

Blake

Goodbye.

For more information on **Specialty Answering Service**, including additional sample scripts, visit us at:

www.specialtyanswering.com